

Case Study



“We have better-informed employees who recognise their responsibility and proudly advertise their improved skills. And I no longer worry about not knowing what I don't know! I cannot recommend you highly enough.”



Elaine Smith, CEO, In Any Event UK

Putting people first

In Any Event UK is an award winning business that specialises in event management, venue and accommodation booking and delegate registration. They have an enviable client list – public and private sector – and a philosophy that involves enthusiasm, fun and a ‘can do’ attitude. They aim to provide the very best service possible to their customers.



www.inanyevent-uk.com

The brief

The Directors wanted to assess their business to ensure that current legislation was understood and followed by themselves and their employees. Committed to doing much of the legwork themselves (due to budget constraints) they required an assessment on risk and legislation knowledge based on a clear understanding of the processes involved with event planning whether in the UK or overseas.

The appointment

Relevant Risk provided testimony showing our significant previous experience undertaking conference, hospitality and other events.

We proved we could work smarter and effectively by flexing our working practices to suit the limited budgets available from this committed team, and we were appointed on a promise of budget constraint.

Assessing the knowledge

Working with the Managing Director, Relevant Risk reviewed the process undertaken by the business for a range of events and their pertinent clients. An understanding of employee job role, and previous employment history was acquired. Client procurement methods were assessed to allow for specific requests. Supplier appointment methods reviewed for risk.

Touchpoints:

- Ⓜ Employee training
- Ⓜ Risk assessments
- Ⓜ H&S policies
- Ⓜ Data protection
- Ⓜ Disclaimer notices
- Ⓜ Insurance assessments
- Ⓜ Working time regulations
- Ⓜ Manual handling
- Ⓜ Disability discrimination
- Ⓜ Copyright
- Ⓜ Licenses
- Ⓜ Working at height

Sharing the experience

As a small business, time was always going to be an issue for In Any Event UK. We limited the amount of employee involvement at the beginning by adjusting our own process to suit their business. Employees were assessed individually and in relation to their job role but the business (and its paperwork) was assessed from a distance. Immediate issues were resolved almost instantly allowing for continued but safer event planning. Longer term needs were addressed with the Board.



The outcome

A detailed report presented with clear action points for the business to take forward, including:

- Ⓜ A precis of each element of current legislation relevant to the business and how to apply it.
- Ⓜ Individual employee reports, outlining knowledge gaps and training requirements.
- Ⓜ An indication of training methods available within the market-place, including documentation that would provide free or inexpensive educational solutions.
- Ⓜ Ideas for new process for supplier management.
- Ⓜ Recommendations for client review in relation to contractual responsibilities.

“This information was priceless and I urge anyone in events to make sure they are fully up to date with compliance. We received so much practical advice, which we have subsequently put into action.” Elaine Smith, CEO, In Any Event UK